

## **TOWN OF AVON**

**TITLE:** Certified Communications Dispatcher  
**DEPARTMENT:** Police

### **POSITION DEFINITION:**

Receives and transmits emergency and administrative messages, over a combined police, fire, and medical emergency communications system; maintains alarm system records, incident and log files; and performs related clerical tasks.

### **ESSENTIAL DUTIES:**

Receives telephone calls for police, fire, medical emergency or other emergency services. Dispatches police, fire and medical emergency vehicles and personnel. Operates two-way radio in maintaining constant contact with dispatched vehicles. Radios backup police services as needed. Receives and transmits orders and instructions using appropriate code language to police officers at activity scenes and transfers backup units for adequate coverage elsewhere. Monitors and dispatches fire and medical calls and relays information as needed. Provides network communication to police, fire, medical, State Police and adjacent Town Police or mutual aid fire services by radio. Uses computer terminal to input, retrieve and transmit information from state motor vehicle and National Crime Information System. Enters and retrieves incident and intelligence information by computer terminal in an electronic filing system. Manually, and /or electronically maintains activity and security logs. Monitors electronic alarm system. Monitors prisoner cells and building security system by television. Controls gasoline pump switches and monitors use of pumps. Receives canine control and road emergency calls and transmits messages to responsible persons. Performs backup services for highway dispatching services. Maintains card file for alarm system. Monitors teletype system for significant information and informs shift commander of same. Operates E-911 telephone systems. Deals extensively and professionally with the public, particularly by telephone. Exceptional interpersonal skills.

### **GENERAL DUTIES:**

Receives routine telephone calls for police and general Town information. Provides general information to the public. Relays information to other Town Departments, utility companies, and wrecker service. Receives oral or written instructions from unit supervisor or duty sergeant. Plans, organizes, and performs work according to standardized procedures, and procedures of department. Establishes priorities within work assignment. Reports work accomplished to supervisor. Performs related tasks as required.

### **SUPERVISED BY:**

Receives general supervision from Services Sergeant and task supervision from duty Sergeant.

### **QUALIFICATIONS PROFILE:**

The skills and knowledge required would generally be acquired with graduation from high school, and State of Connecticut Telecommunication Certification, required. Must have working knowledge of radio, computer and related communication equipment. Ability to apply common sense understanding to carry out instructions furnished in written, oral or schedule form. Ability to communicate clearly and effectively under emergency conditions. Ability to record information and transmit received information accurately. Ability to acquire working knowledge of Avon police, fire and medical emergency policies and procedures. Must have working knowledge of emergency medical terms.

First-aid or emergency medical training desirable. Continuing ability to prioritize emergency calls within general department guidelines. Knowledge of motor vehicle records system. Ability to type accurately. Ability to operate automated information system. Physical and emotional stability to work under stressful conditions.

**LICENSE OR CERTIFICATE:**

State of Connecticut Telecommunication Certification is required. Certification as a Medical Response Technician (MRT) or Emergency Medical Technician (EMT) is desirable.

**NOTE:**

The above tasks and responsibilities are illustrative only. The description does not include every task or responsibility.